



Department of Health

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Executive Deputy Commissioner

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[REDACTED]

September 29, 2017

Dear [REDACTED]

We are contacting you with information about your Medicaid managed long term care (MLTC) health plan. Our records show that you are, or were, a member of GuildNet's MLTC Plan in Nassau, Suffolk, or Westchester County.

During March 2017, GuildNet sent a notice telling members that it would no longer provide services in your county as of June 1, 2017. In May 2017, New York Medicaid Choice (NYMC), the State's Enrollment Broker, sent a notice to clarify that members did not need to leave GuildNet by June 1, 2017, and that services would continue until members transferred to a new MLTC Plan.

If You Are Still A Member Of GuildNet:

There is no need to do anything at this time. Please wait for further information.

The Department of Health is working on a transition policy that will allow you to transfer your current level of services to a new MLTC Plan. When the Department releases this policy, we will send you another notice about how to select a new MLTC Plan in your area. The notice will give you a deadline to make your selection.

If you are concerned about maintaining your current level of services, please stay in GuildNet until the transition policy is in place.

If your new MLTC Plan provides you with fewer hours of care or fewer services than you had with GuildNet and you think your current level of services is not meeting your needs, please contact New York Medicaid Choice within **90** days from the date of this letter.

If you contact New York Medicaid Choice by December 29, 2017, the Department will review whether you are eligible to have your hours of care and other services restored to the level you had with GuildNet. You may be eligible to have your previous level of care restored if:

- You were in GuildNet and you left after March 20, 2017,
- You are still eligible for the Medicaid program, and
- When you enrolled in your current MLTC plan, you were authorized for fewer hours of care and services than you received from GuildNet.

Please call New York Medicaid Choice at **1-888-401-MLTC or 1-888-401-6582** (TTY users: 1-888-329-1541). You can call Monday to Friday, from 8:30 am to 8:00 pm and Saturday, from 10:00 am to 6:00 pm.

Thank you.